

Dane County Public Safety Communications Center 2009 Telephone Call Summary

Incoming/Outgoing/Abandoned* Calls: 582,723

Incoming	432,594
Outgoing	128,679
Abandoned	21,450

* An abandoned call is defined as a call that is terminated by the caller prior to being answered by a call taker

9-1-1 Calls: 161,517*

Wireless	112,192
Landline	46,536
VOIP (Internet)	617
Other**	2,172

* Does not include calls made to non-emergency numbers listed in the telephone directory or calls made to unlisted numbers by public safety officials

** No location information is provided by the telephone company

Abandoned 9-1-1 Calls: 21,352

Wireless	14,979
Landline	6,241
VOIP (Internet)	45
Other	87

Answered 9-1-1 Calls: Ring Time

0-10 sec (up to 1.66 rings)	137,545
10-20 sec (1.66 – 3.33 rings)	16,221
> 20 sec (over 3.33 rings)	7,751

Total Incoming Calls to non 9-1-1 lines: 292,444

Public Non-Emergency Numbers	225,059
Unlisted / Unpublished Lines	67,385

Yearly Average Call Answer and Length

Type of Call	Answer Time (in seconds)	Answer time (in rings)	Talk Time
All Incoming	7.6	1.3	1 min 37 sec
Incoming 9-1-1	6.5	1.1	2 min 02 sec

Average 9-1-1 Call Length Statistics By Time*

Time Period	Answer Time	Talk Time
6:45am-10:45am	6 sec	1 min 52 sec
10:45am-2:45pm	7 sec	1 min 52 sec
2:45pm-6:45pm	7 sec	1 min 57 sec
6:45pm-10:45pm	6 sec	2 min 09 sec
10:45pm-2:45am	6 sec	2 min 18 sec
2:45am-6:45am	6 sec	2 min 22 sec

* These numbers include situations where a communicator remains on the line with a crime victim, or to provide emergency medical instructions. Calls are often radioed to emergency responders during, not after, the 9-1-1 call.